

IOWA DEPARTMENT OF TRANSPORTATION

# PERFORMANCE REPORT

Performance Results Achieved  
for Fiscal Year 2007

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# INTRODUCTION

**Purpose:** I am pleased to present the Iowa Department of Transportation's (DOT) performance report for fiscal year 2007. This report summarizes the performance of the DOT in carrying out its responsibilities of providing and preserving an adequate, safe, efficient multi-modal transportation system.

**Scope:** This report presents an overview of the department and a summary of progress on the performance plan results.

## SUMMARY – Core Function and Key Agency Services, Products and Activities

The DOT monitors performance of five core functions, under which are eight services, products and activities (SPAs). In all, 59 measures are used to monitor the core functions and SPAs in the DOT's performance plan. (See Iowa DOT Performance Report – FY2007, pages 1A-10A.)

Overall, DOT's performance was excellent in fiscal year 2007. Of the 59 measures in the DOT's performance plan, 50 measures (85%) met or exceeded their targets. Of the 9 measures falling short, five were within two percent of their target. This means 93 percent of DOT measures exceeded 98 percent of their preset target.

Performance measures monitoring the core functions of Physical Asset Management and Resource Management show the DOT has done extremely well in managing resources. A total of 14 of the 15 (93%) core function and SPA measures met or exceeded their predetermined targets.

## DOT Performance Plan – Targets Met

Core Function SPA	# of Measures	Targets Met
<b>Enforcement &amp; Investigation</b>	2	2
<i>Motor Vehicle Enforcement</i>	5	5
<b>Physical Asset Management</b>	2	2
<i>Vertical/Fixed Asset Management</i>	3	3
<b>Regulation and Compliance</b>	2	1
<i>Driver Services</i>	6	6
<b>Resource Management</b>	4	4
<i>Information Technology</i>	3	2
<i>Financial/Human Resource Mgt</i>	2	2
<i>Leadership/Administration</i>	1	1
<b>Transportation Systems</b>	1	0
<i>Highway Management</i>	14	13
<i>Modal/Planning Functions Management</i>	14	9
<b>Totals</b>	<b>59</b>	<b>50</b>

Core function and SPA measures within the Transportation Systems core function indicate good performance. A total of 22 of the 29 (76%) core function and SPA measures met or exceeded their predetermined targets. Four of the seven measures falling short were within two percent of their target.

Performance measures monitoring the core functions of Enforcement and Investigation and Regulation and Compliance show the DOT has performed well. A total of 14 of the 15 (93%) core function and SPA measures met or exceeded their predetermined targets.

The DOT oversees one of the state's largest assets, Iowa's multi-modal transportation system. This system provides the means to deliver goods,

provide services, supply health care, support and grow the economy, and connect with family and friends. I am pleased to report on our performance.

Sincerely,

A handwritten signature in black ink, appearing to read "N.J. Richardson". The signature is fluid and cursive, with a prominent initial "N" and a long, sweeping underline.

Nancy J. Richardson, Director  
Iowa Department of Transportation

## AGENCY OVERVIEW

The DOT's purpose is "to deliver transportation services to Iowans." We achieve this by effectively implementing our vision, mission and values, as well as through the use of well-designed strategic and performance plans.

**Vision:** DOT's vision is "The Department of Transportation will strive to provide safe and efficient multi-modal transportation systems and services for Iowa."

**Mission:** DOT's mission statement reflects these responsibilities: "The Department of Transportation advocates and delivers transportation services that support the economic, environmental and social vitality of Iowa."

**Values:** The DOT embraces four fundamental values:

- to maintain a statewide focus;
- to be customer driven;
- to encourage innovation; and
- to be ethical in all we do.

DOT believes these values put us in a position of credibility with employees, customers, stakeholders, partners, suppliers and contractors.

**Core Functions:** In FY 2007 the DOT's Performance Plan consisted of the following core functions

- Transportation Systems;
- Enforcement and Investigation;
- Regulation and Compliance;
- Physical Asset Management; and
- Resource Management.

### **Key services, products and/or activities:**

The department has eight key services, products and activities aligned under two categories: line of business and support.

Line of business key services, products and activities include:

*Motor Vehicle Enforcement:* Enforce commercial vehicle laws and investigate motor vehicle law violations.

*Driver Services:* License, register and permit all users of the highway system.

*Highway Management:* Develop, design, construct and maintain state roadways and bridges.

*Modal/Planning Functions Management:* Administer modal (air, rail, transit, water and bicycle/pedestrian) transportation programs.

Support key services, products and activities include:

*Vertical/Fixed Asset Management:* Provide management of department facilities.

*Information Technology:* Provide automation support, application development, and radio/data/telephone infrastructures in support of transportation activities.

*Financial/Human Resource Management:* Provide financial and human resource services.

*Leadership/Administration:* Provide direction and guidance at the executive level.

**Agency customers and stakeholders:**

The DOT's key customer groups and stakeholders are the residents of Iowa, business owners, local governments, other jurisdictions, commercial carriers and the traveling public. All customer groups desire a safe, reliable, accessible and economical transportation system, and easy and speedy transportation service delivery.

The DOT is responsible for providing and preserving an adequate, safe and efficient multi-modal transportation system.

The DOT's main services include:

- oversight of highway, aviation, rail, water, bicycle/pedestrian and public transit services and programs;
- motor vehicle driver licensing;
- enforcement of commercial vehicle laws and rules;
- interstate credentialing for commercial carriers; and
- providing transportation expertise to other jurisdictions.

The DOT's main product is the state's transportation system consisting of state and interstate roadways, bridges and interchanges.

The main product and services are primarily developed, designed and managed by in-house resources. However, contracting for services and multi-jurisdictional partnering play an important role in the actual provision of DOT products and services to Iowans and the traveling public. Delivery mechanisms used by the DOT include: direct staff interaction; contractors and consultants; and partnerships with others, including trade organizations, local jurisdictions, and other state and federal agencies.

**Delivery mechanisms used to provide services and products to customers:**

The department uses several avenues to deliver services and products to customers and stakeholders. The department has employees across the state, organized into six districts. Each

district office is staffed to communicate with and provide direct services and products to local customers and stakeholders. Each district office is assigned a Field Services Coordinator whose responsibility is to function as a liaison with citizens and local governments.

Public relations and responding to citizen and stakeholder questions and concerns is an important service provided by the DOT to the citizens of Iowa. Department staff are fully engaged in meeting and working with the public. This is accomplished by:

- participating in metropolitan planning organizations, regional planning affiliations, and city and county government associations;
- participating in numerous advisory councils; and
- Transportation Commission's tours/public input meetings that are held throughout the state each year.

The department continues to automate its services by including more on-line access to forms and applications. Customers and stakeholders can access these forms and applications via the department Web site [www.iowadot.gov](http://www.iowadot.gov).

**Organizational Structure:** The DOT is organized into five divisions.

- Highway Division
- Information and Technology Division
- Motor Vehicle Division
- Operations and Finance Division
- Planning, Programming and Modal Division

Also included in the organizational structure, with a non-supervisory reporting relationship to the DOT director, is the General Counsel who is an employee of the State Attorney General's Office. A seven-member Transportation Commission, appointed by the Governor, approves the Iowa Transportation Improvement Program

and makes general transportation investment decisions for the DOT, but has no oversight or authority on day-to-day operations. The DOT Director reports directly to the Governor. The DOT lines of authority and reporting flow from the Governor to the DOT Director to DOT division directors to managers/supervisors to DOT employees.

Under both centralized and district management, DOT functions associated with highway planning, development, construction and maintenance are organized into districts across the state. This structure allows for more immediate and tailored response to operational issues and customer needs at a regional level while maintaining a departmental focus.

**Number of staff:** At the end of FY 2007 there are 3,057 permanent employees at the DOT. Of that number, 258 are supervisory positions; 235 are non-supervisory and non-contract covered; and 2,564 are contract-covered positions. DOT also employed 101 non-supervisory and non-contract covered temporary employees.

**Locations:** Department employees report to work in about 175 locations in all 99 Iowa counties.

**Budget:** The department's budget dollars are provided by two funding streams: the Road Use Tax Fund (14% of budget) and the Primary Road Fund (86% of budget).

## PERFORMANCE DI AN RESULTS

### CORE FUNCTION

**Name:** Enforcement and Investigation

**Description:** Enhance the safety and well-being of the public through the enforcement of state and federal laws

**Why we are doing this:** To reduce the number and severity of commercial vehicle crashes.

**What we're doing to achieve results:** Concentrate CMV enforcement efforts on vehicle safety and driver deficiencies to remove unsafe commercial vehicles and unqualified or impaired drivers from operating on our roadways.

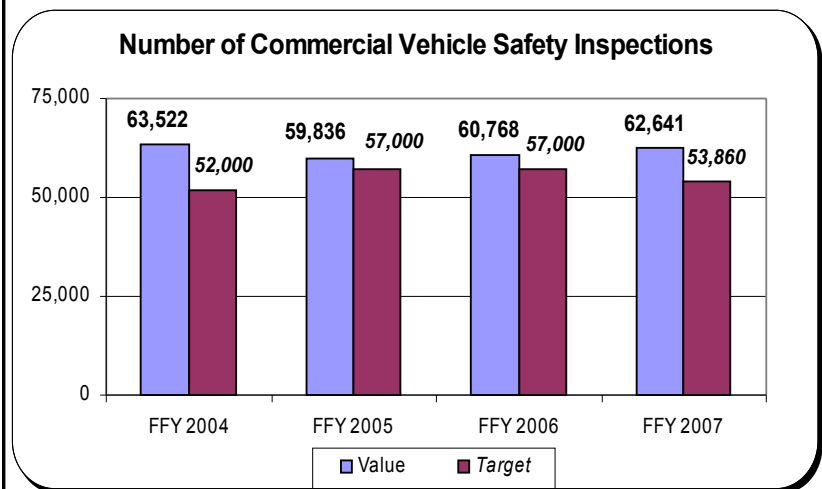
#### Results

**Performance Measure:**

Number of commercial vehicle safety inspections.

**Performance Target:**

The current performance target is 53,860.



**What was achieved:** A total of 62,641 commercial vehicles and drivers were inspected by enforcement officers at fixed-site weigh stations and while on roving patrol.

**Data Sources:** Officer daily reports and inspection documents

**Resources:** Funding sources - Road Use Tax Fund and Primary Road Fund

## CORE FUNCTION

**Name:** Regulation and Compliance

**Description:** Number of drivers receiving Money Back Guarantee at DOT licensing locations

**Why we are doing this:** To monitor the outcome of providing enhanced service to drivers.

**What we're doing to achieve results:** We constantly monitor the number of customers at each Driver's License location and schedule staff accordingly for known trends.

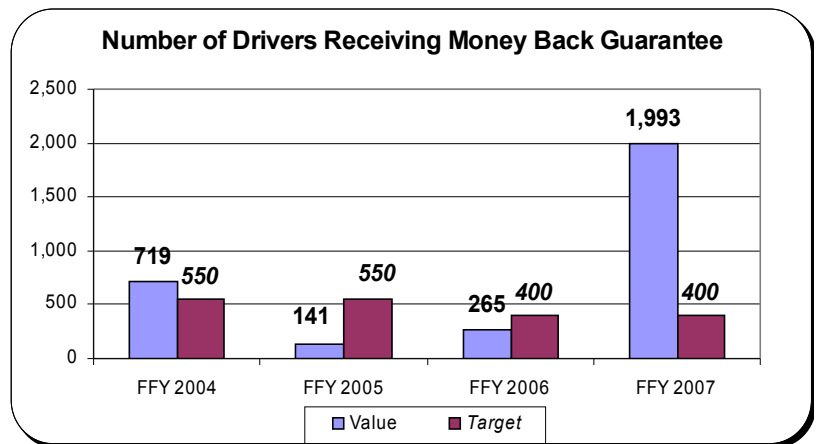
### Results

**Performance Measure:**

Number of drivers receiving Money Back Guarantee.

**Performance Target:**

The current performance target is 400.



**What was achieved:** We did not meet our performance target. We implemented a new Driver system which integrates DL/ID Issuance, maintains driver history records, processes accidents and exchanges driver data with other jurisdictions; we dealt with network connectivity issues and slow response time from a national problem driver system. We are also in the upswing of the five year renewal cycle with customers needing to renew their licenses. We are making progress in addressing these issues and will continue to do so into the next fiscal year.

**Data Sources:** Motor Vehicle Division records

**Resources:** Funding sources - Road Use Tax Fund and Primary Road Fund

## SERVICES/PRODUCTS/ACTIVITIES

**Name:** Driver Services

**Description:** Annual number of Graduated Drivers License/Older Driver classes

**Why we are doing this:** These classes represent a significant public outreach program to the two highest risk groups of drivers in the state.

**What we're doing to achieve results:** We have trained all of our examining staff and supervisors to conduct these presentations and continue their training on effective public speaking.

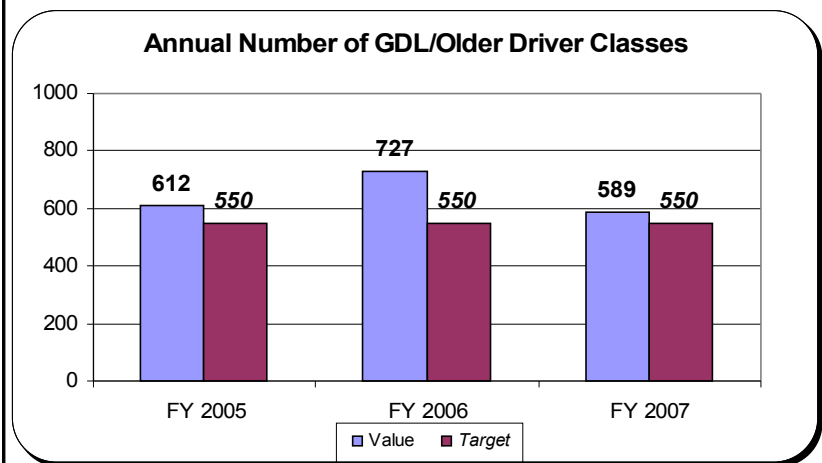
### Results

**Performance Measure:**

Annual number of GDL/older driver classes.

**Performance Target:**

The current performance target is 550.



**What was achieved:** We exceeded our performance target. Driver Services sustained it's commitment to cordial and informal presentations of driver licensing and safe driving information to these two high risk driver groups. Our examining staff also benefit from these casual interactions, developing increased understanding and empathy for stress and fear that can be associated with the driver licensing process.

**Data Sources:** Motor Vehicle Division records

**Resources:** Funding sources - Road Use Tax Fund and Primary Road Fund

## CORE FUNCTION

**Name:** Resource Management

**Description:** Support the regular and comprehensive evaluation of the department's workforce.

**Why we are doing this:** DOT is committed to maintaining this important connection between supervisors and employees.

**What we're doing to achieve results:** The department is working with supervisors and managers to ensure they have the training and resources to be successful in this effort.

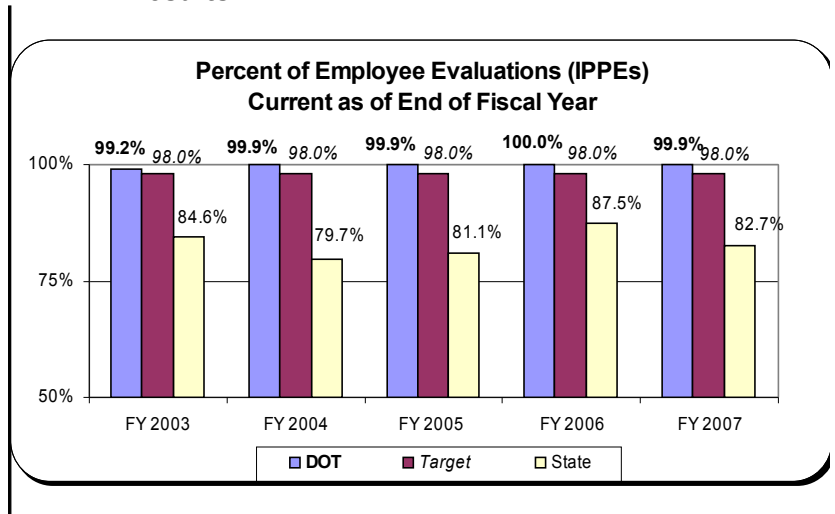
**Performance Measure:**

Percent of IPPEs current as of June 30, 2007.

**Performance Target:**

The current performance target is 98 percent.

### Results



**What was achieved:** The department was able to exceed the target of 98 percent.

**Data Sources:** Operations and Finance Division records

**Resources:** Funding sources - Road Use Tax Fund and Primary Road Fund

## CORE FUNCTION

**Name:** Transportation Systems

**Description:** Build and maintain the state highway system to ensure public safety and to meet the various needs of Iowans. This includes the following key activities: highway maintenance, construction, planning, design and research. The department also has administrative oversight of rail, water, transit, and air transportation systems.

**Why we are doing this:** Transportation systems are the key element of the department's mission to "advocate and deliver transportation services that support the economic, environmental and social vitality of Iowa."

**What we're doing to achieve results:** The department continually monitors multiple performance measures to assure that Iowans are provided a safe and efficient multi-modal transportation system. By monitoring these measures the department can shift emphasis as needed to meet goals and objectives.

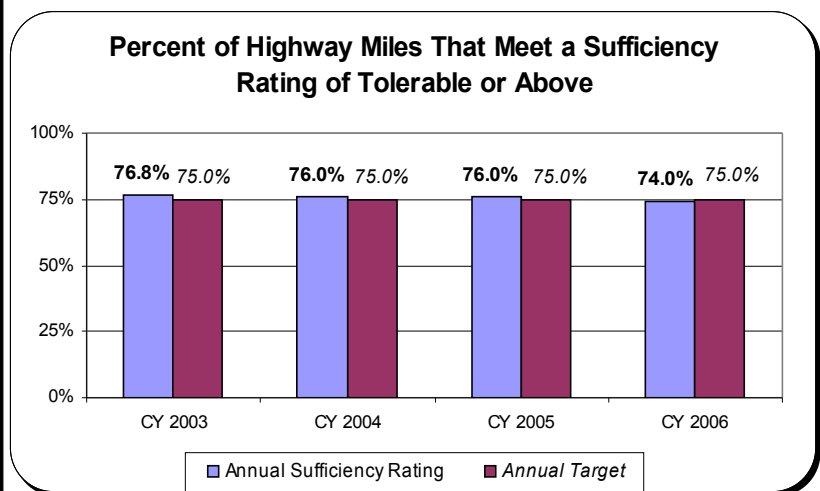
### Results

**Performance Measure:**

Percent of highway miles that meet or exceed a sufficiency rating of tolerable or above.

**Performance Target:**

The current performance target is 75 percent.



**What was achieved:** Seventy-four percent of highways meet or exceed a sufficiency rating of tolerable or above. This is below the target of 75 percent. The decrease in conditions is a result of flattening revenue, increased demand, an aging system, and increasing construction costs. The DOT and Transportation Commission have placed an emphasis on stewardship investments to maintain system condition but this cannot reverse the trend of decreasing condition.

**Data Sources:** Department records of traffic, crashes, pavement condition, and pavement geometrics

**Resources:** Funding sources - Road Use Tax Fund and Primary Road Fund

## SERVICES/PRODUCTS/ACTIVITIES

**Name:** Highway Management

**Description:** Develop, design, construct, and maintain state roadways and bridges

**Why we are doing this:** These measures assure the department and lowans of the care and effective response we give to the highway system.

**What we're doing to achieve results:** In addition to establishing effective schedules and maintaining a very qualified staff, the Highway Division uses several reporting mechanisms to measure performance.

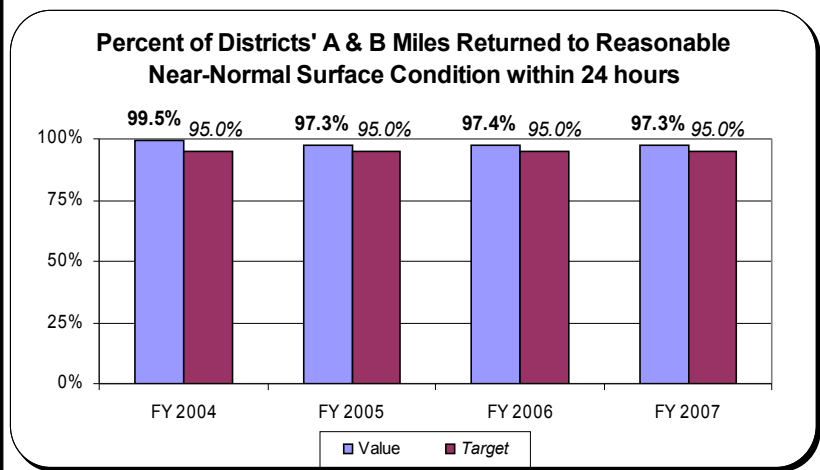
### Results

**Performance Measure:**

The overall annual percent of all districts' A and B highway miles returned to a reasonable, near-normal surface condition within 24 hours from the end of a winter storm.

**Performance Target:**

The current performance target is 95 percent.



**What was achieved:** The department exceeded its goal by returning approximately 15,000 lane miles of A-B level roadways to a reasonable, near-normal condition within 24 hours of the end of the storm for all storms during the winter reporting period.

**Data Sources:** Highway division records collected from each state maintenance garage through an online daily report and analyzed centrally for compilation of statewide status

**Resources:** Funding source - Primary Road Fund

## SERVICES/PRODUCTS/ACTIVITIES

**Name:** Highway Management

**Description:** Develop, design, construct, and maintain state roadways and bridges

**Why we are doing this:** These measures assure the department and lowans of the care and effective response we give to the highway system.

**What we're doing to achieve results:** Focus will be on construction and rehabilitation projects awarded for work on heavily used portions of the primary highway system.

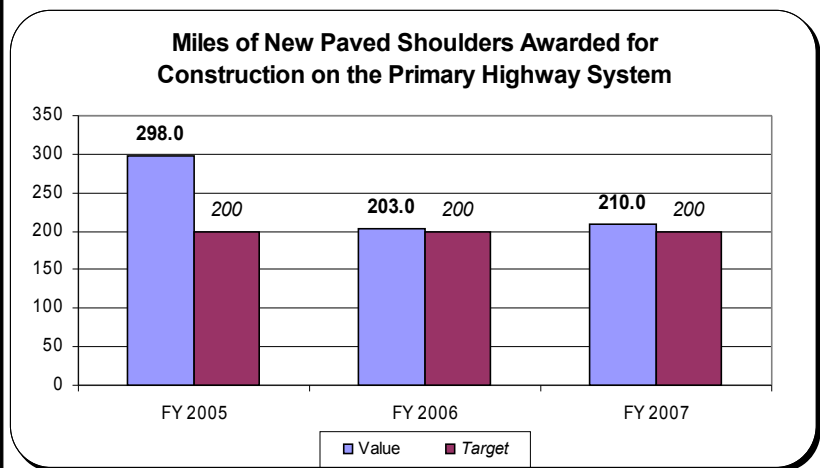
### Results

**Performance Measure:**

Shoulder miles of new paved shoulders awarded for construction on the primary highway system.

**Performance Target:**

The current performance target is 200 miles.



**What was achieved:** The department exceeded its target by five percent.

**Data Sources:** Data source: Dept. of Transportation, Office of Traffic & Safety, Highway Division - Engineering Bureau

**Resources:** Funding source - Primary Road Fund

## SERVICES/PRODUCTS/ACTIVITIES

**Name:** Highway Management

**Description:** Develop, design, construct, and maintain state roadways and bridges

**Why we are doing this:** These measures assure the department and all Iowans of the care and effective response we give to the highway system.

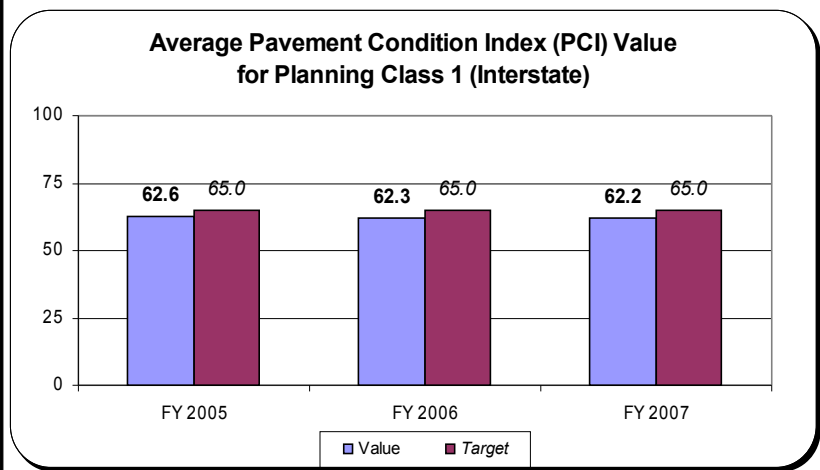
**What we're doing to achieve results:** In addition to establishing effective schedules and maintaining a very qualified staff, the Highway Division uses several reporting mechanisms to measure our performance.

### Results

**Performance Measure:** Average Pavement Condition Index (PCI) value for Planning Class 1 (interstate).

**Performance Target:**

The current performance target is 65.



**What was achieved:** The department failed to meet the target by 4.3 percent. The PCI is below target because at current funding levels, construction costs, age of the system, increased traffic, especially heavy trucks and programming demands, the investment in the Interstate program is at a level insufficient to increase the PCI value to the target level without an unacceptable affect on other program priorities as identified by the Transportation Commission.

**Data Sources:** Highway Division records

**Resources:** Funding source - Primary Road Fund

## SERVICES/PRODUCTS/ACTIVITIES

**Name:** Highway Management

**Description:** Develop, design, construct, and maintain state roadways and bridges

**Why we are doing this:** These measures assure the department and all Iowans of the care and effective response we give to the highway system.

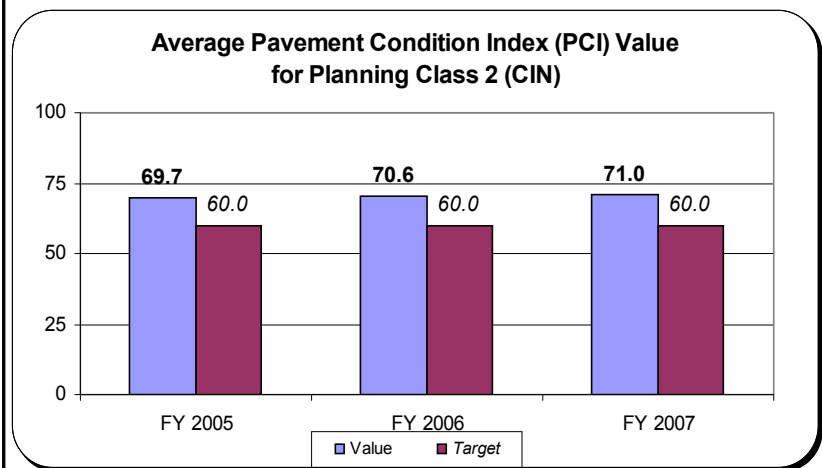
**What we're doing to achieve results:** In addition to establishing effective schedules and maintaining a very qualified staff, the Highway Division uses several reporting mechanisms to measure our performance.

### Results

**Performance Measure:** Average Pavement Condition Index (PCI) value for Planning Class 2 (Commercial Industrial Network).

**Performance Target:**

The current performance target is 60.



**What was achieved:** The department exceeded its target by 18.3 percent.

**Data Sources:** Highway Division records

**Resources:** Funding source - Primary Road Fund

## SERVICES/PRODUCTS/ACTIVITIES

**Name:** Modal/Planning Functions Management

**Description:** Manage transportation grant programs and develop long-range plans and five-year transportation improvement programs

**Why we are doing this:** The purpose of this SPA is to assure the citizens of Iowa have adequate access to a high-quality multi-modal transportation system.

**What we're doing to achieve results:** The Planning, Programming and Modal Division continually monitors the performance of the multi-modal transportation system and the level of access the citizens of Iowa have to these systems. Part of that monitoring system is a feedback process to identify areas that require additional emphasis.

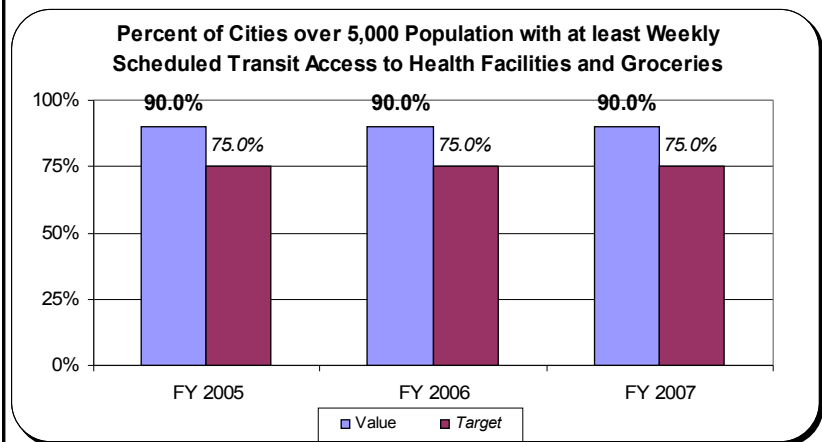
### Results

**Performance Measure:**

Percent of cities over 5,000 population with at least weekly scheduled transit access to health facilities and groceries.

**Performance Target:**

The current performance target is 75 percent.



**What was achieved:** Ninety percent of the cities with population over 5,000 have at least weekly scheduled transit access to health facilities and groceries. This is an important measure to document the accessibility of critical services to Iowans.

**Data Sources:** Department records and transit agency surveys

**Resources:** Funding sources - Road Use Tax Fund and Primary Road Fund

## SERVICES/PRODUCTS/ACTIVITIES

**Name:** Modal/Planning Functions Management

**Description:** Manage transportation grant programs and develop long-range plans and five-year transportation improvement programs

**Why we are doing this:** The purpose of this SPA is to assure the citizens of Iowa have adequate access to a high-quality multi-modal transportation system.

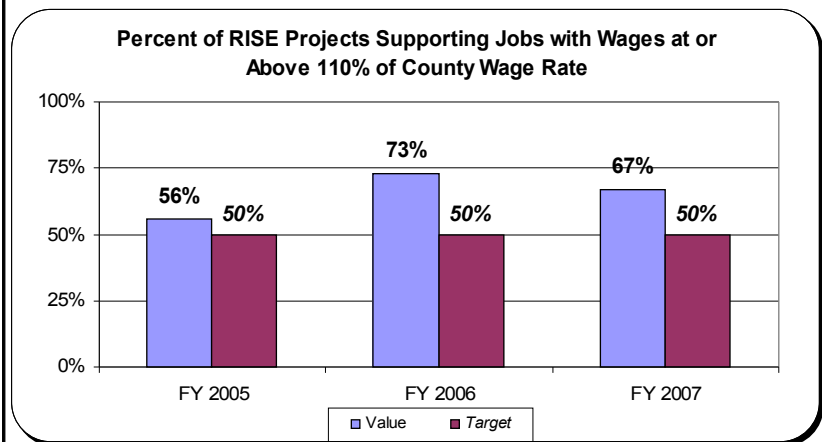
**What we're doing to achieve results:** The Planning, Programming and Modal Division continually monitors the performance of the multi-modal transportation system and the level of access the citizens of Iowa have to these systems. Part of that monitoring system is a feedback process to identify areas that require additional emphasis.

### Results

**Performance Measure:**

Percent of Revitalize Iowa's Sound Economy (RISE) projects that support jobs with wages that meet or exceed 110 percent of the average county wage rate.

**Performance Target:** The current performance target is 50 percent.



**What was achieved:** Of the 12 RISE projects approved in FY 2007 that support job creation/retention, 8 supported jobs with wages that meet or exceed 110 percent of the average county wage rate.—

**Data Sources:** Department records, applicant information and average county wage rates from the Department of Economic Development

**Resources:** Funding sources - Road Use Tax Fund and Primary Road Fund

## **RESOURCE REALLOCATIONS**

There were no major reallocations of staff and funding at DOT during the 2007 state fiscal year.

## **AGENCY CONTACTS**

Copies of Iowa Department of Transportation's Performance Report are available on the DOM Web site at [www.dom.state.ia.us/planning\\_performance/plans.html](http://www.dom.state.ia.us/planning_performance/plans.html). Copies of the report can also be obtained by contacting Lee Wilkinson at 515-239-1430.

Iowa Department of Transportation  
Operations and Finance Division  
Attn: Lee Wilkinson  
800 Lincoln Way  
Ames, IA 50010



<b>Name of Agency: Iowa Department of Transportation</b>			
<b>Agency Mission:</b> DOT's mission statement reflects these responsibilities: "The Department of Transportation advocates and delivers transportation services that support the economic, environmental and social vitality of Iowa."			
<b>Core Function:</b> Enforcement and Investigation			
<b>Performance Measure (Outcome)</b>	<b>Performance Target</b>	<b>Performance Actual</b>	<b>Performance Comments &amp; Analysis</b>
1. Number of commercial vehicle safety inspections.	53,860	62,641	<b>What Occurred:</b> We exceeded our performance target. Commercial vehicles and drivers were inspected by enforcement officers for compliance with state and federal safety regulations.  <b>Data Source:</b> Motor Vehicle Officer weekly reports and inspection records
2. Number of fraud investigations conducted.	1,000	1,691	<b>What Occurred:</b> We exceeded our performance target. Motor Vehicle investigators conducted fraud investigations involving motor vehicles and driver licenses.  <b>Data Source:</b> Investigator Weekly reports and investigative reports
<b>Service, Product or Activity:</b> Motor Vehicle Enforcement			
<b>Performance Measure</b>	<b>Performance Target</b>	<b>Performance Actual</b>	<b>Performance Comments &amp; Analysis</b>
1. Number of Motor Carrier Safety and Hazardous Materials (HM) Regulation training sessions provided.	180	180	<b>What Occurred:</b> We met our performance target. Officers conduct training programs at the request of the trucking industry.  <b>Data Source:</b> Officer weekly reports and Training Given reports
2. Number of New Entrant Carrier Reviews performed.	600	653	<b>What Occurred:</b> We exceeded our performance target. Motor Carrier Investigators conducted safety audits on new interstate motor carriers within 18 months of startup of business operations.  <b>Data Source:</b> Motor Carrier Investigator weekly reports
3. Number of drivers placed on out-of-service.	5,500	5,442 Less is better	<b>What Occurred:</b> We met our performance target. A reduction in the number of out-of-service drivers in conjunction with achieved inspection number goals indicates improved CMV driver compliance.  <b>Data Source:</b> Motor Vehicle Officer weekly reports and inspection reports
4. Number of commercial vehicles inspected transporting hazardous materials.	3,000	3,637	<b>What Occurred:</b> We exceeded our performance target. HM Officers inspected vehicles transporting hazardous materials for compliance.  <b>Data Source:</b> Officer weekly and inspection reports
5. Number of fraudulent document detection training seminars provided.	15	29	<b>What Occurred:</b> We exceeded our performance target. Fraud investigators provided training to other law enforcement and government agencies in detecting fraudulent DL / ID and motor vehicle documents. Training was completed for AAMVA requests.  <b>Data Source:</b> Investigator Weekly reports and Training Given reports

<b>Name of Agency:</b> Iowa Department of Transportation			
<b>Agency Mission:</b> DOT's mission statement reflects these responsibilities: "The Department of Transportation advocates and delivers transportation services that support the economic, environmental and social vitality of Iowa."			
<b>Core Function:</b> Physical Assets Management			
Performance Measure (Outcome)	Performance Target	Performance Actual	Performance Comments & Analysis
1. Percent of life standard reviewed annually.	50%	50%	<p><b>What Occurred:</b> We met our performance target. Reviewing the equipment life standard assists us with making decisions about timely replacement of the rolling stock.</p> <p><b>Data Source:</b> Operations and Finance Division records</p>
2. Percent completion of automated inventory.	60%	60%	<p><b>What Occurred:</b> We met our performance target. Automating inventory of buildings helps insure all buildings and major building components are accounted for. This data is also used to provide accurate forecasts of maintenance needs.</p> <p><b>Data Source:</b> Operations and Finance Division records</p>
<b>Service, Product or Activity:</b> Vertical Fixed Asset Management			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. Percent completion of annual maintenance plan.	90%	95%	<p><b>What Occurred:</b> We exceeded our performance target. Completion of annual building maintenance projects helps insure the department is prioritizing and completing projects to minimize the growth of deferred maintenance.</p> <p><b>Data Source:</b> Operations and Finance Division records</p>
2. Percent completion of capital and special projects.	95%	100%	<p><b>What Occurred:</b> We exceeded our performance target. Completion of capital and special projects helps insure the department is diligent in completing major projects in a timely manner thus minimizing the impact of inflation on construction costs.</p> <p><b>Data Source:</b> Operations and Finance Division records</p>
3. Percent of light fleet into service within time standard.	85%	93%	<p><b>What Occurred:</b> We exceeded our performance target. Placing new vehicles into service efficiently demonstrates effective stewardship of State resources.</p> <p><b>Data Source:</b> Operations and Finance Division</p>

<b>Name of Agency:</b> Iowa Department of Transportation			
<b>Agency Mission:</b> DOT's mission statement reflects these responsibilities: "The Department of Transportation advocates and delivers transportation services that support the economic, environmental and social vitality of Iowa."			
<b>Core Function:</b> Regulation and Compliance			
Performance Measure (Outcome)	Performance Target	Performance Actual	Performance Comments & Analysis
1. Number of driver improvement interviews conducted.	7,000	9,251	<b>What Occurred:</b> We exceeded our performance target. The Office of Driver Services exceeded the performance target by 32 percent. This is largely due to effective use of technology and flexibility in work task assignments.  <b>Data Source:</b> Direct reporting from reviewing officers
2. Number of drivers receiving Money Back Guarantee.	400	1,993 Less is better	<b>What Occurred:</b> We did not meet our performance target. We implemented a new Driver system which integrates DL/ID Issuance, maintains driver history records, processes accidents and exchanges driver data with other jurisdictions; we dealt with network connectivity issues and slow response time from a national problem driver system. We are also in the upswing of the five year renewal cycle with customers needing to renew their licenses. We are making progress in addressing these issues and will continue to do so into the next fiscal year.  <b>Data Source:</b> Motor Vehicle Division records
<b>Service, Product or Activity:</b> Driver Services			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. Annual percentage of officer's crash reports submitted electronically.	60%	71%	<b>What Occurred:</b> We exceeded our performance target. Law enforcement agencies continue to show a high level of interest in and satisfaction with TraCS. We anticipate the percentage of officer reports submitted electronically will continue to grow.  <b>Data Source:</b> Motor Vehicle Division records
2. Annual number of GDL/older driver classes.	550	589	<b>What Occurred:</b> We exceeded our performance target. Driver Services sustained its commitment to cordial and informal presentations of driver licensing and safe driving information to these two high risk driver groups. Our examining staff also benefit from these casual interactions, developing increased understanding and empathy for stress and fear that can be associated with the driver licensing process.  <b>Data Source:</b> Motor Vehicle Division records
3. Percent of IRP supplements filed electronically.	10%	12.7%	<b>What Occurred:</b> We exceeded our performance target.  <b>Data Source:</b> IRP Data Base

4. Annual average time to hold incapable suspension appeal hearings.	30 days	25 days Less is better	<b>What Occurred:</b> We exceeded our performance target. We recognize the importance to our customers that we resolve their driver safety issues and will continue to strategize in order to improve upon our performance.  <b>Data Source:</b> Motor Vehicle Division records
5. Percent of IFTA quarterly reports filed electronically.	10%	32.0%	<b>What Occurred:</b> We exceeded our performance target.  <b>Data Source:</b> IFTA Data Base
6. Percent of oversized permit requests filed electronically.	70%	75.6%	<b>What Occurred:</b> We exceeded our performance target.  <b>Data Source:</b> Permit Data Base

<b>Name of Agency: Iowa Department of Transportation</b>			
<b>Agency Mission:</b> DOT's mission statement reflects these responsibilities: "The Department of Transportation advocates and delivers transportation services that support the economic, environmental and social vitality of Iowa."			
<b>Core Function:</b> Resource Management			
<b>Performance Measure (Outcome)</b>	<b>Performance Target</b>	<b>Performance Actual</b>	<b>Performance Comments &amp; Analysis</b>
1. Percent of customers satisfied with IT acquired workstations and laptops.	90%	96%	<b>What Occurred:</b> We exceeded our performance target.  <b>Data Source:</b> An e-mail survey was sent to all DOT employees receiving a new workstation. Percentage was based on responses received from the survey.
2. Percent of time the site is available for access to IT resources during business hours.	98%	98.7%	<b>What Occurred:</b> Our performance target was met.  <b>Data Source:</b> Network monitoring software
3. Percent of Road Use Tax Fund (RUTF) revenue to the PRF that is spent for DOT operations.	≤52%	50% Less is better	<b>What Occurred:</b> Our performance target was met.  <b>Data Source:</b> Operations and Finance Division records
4. Percent of IPPEs current as of June 30, 2007.	98%	99.90%	<b>What Occurred:</b> We exceeded our performance target.  <b>Data Source:</b> Operations and Finance Division records

<b>Service, Product or Activity:</b> Information Technology			
<b>Performance Measure</b>	<b>Performance Target</b>	<b>Performance Actual</b>	<b>Performance Comments &amp; Analysis</b>
1. Percent of purchases deployed within 45 days of receipt.	85%	89.0%	<b>What Occurred:</b> We exceeded our performance target.  <b>Data Source:</b> Equipment Management and Purchasing Systems
2. Percent of approved mainframe and network System Access (SA) documents completed within three work days from entry approval.	95%	96.7%	<b>What Occurred:</b> We met our performance target.  <b>Data Source:</b> System access application
3. Percent of time the network is available.	99.9%	98.7%	<b>What Occurred:</b> We fell short of our performance target. Performance improved slightly over last year, though outages impacting large areas continued to impact results.  <b>Data Source:</b> Network monitoring software
<b>Service, Product or Activity:</b> Financial/Human Resource Management			
<b>Performance Measure</b>	<b>Performance Target</b>	<b>Performance Actual</b>	<b>Performance Comments &amp; Analysis</b>
1. Percent of cash flow resources borrowed from internal funds.	≤10%	0% Less is better	<b>What Occurred:</b> We exceeded our performance target.  <b>Data Source:</b> Operations and Finance Division records
2. Percent of classification requests (single position requests that do not require class studies or class description changes) analyzed and a report of the classification analysis and recommendation sent to appropriate division director within 45 calendar days of receipt of a complete (all request requirements satisfactorily met) request.	90%	100%	<b>What Occurred:</b> We exceeded our performance target.  <b>Data Source:</b> Operations and Finance Division records
<b>Service, Product or Activity:</b> Leadership/Administration			
<b>Performance Measure</b>	<b>Performance Target</b>	<b>Performance Actual</b>	<b>Performance Comments &amp; Analysis</b>
1. Percent of the Director's Flexible Performance Agreement items accomplished.	75%	92.3%	<b>What Occurred:</b> We exceeded our performance target.  <b>Data Source:</b> Division inputs as applicable

<b>Name of Agency:</b> Iowa Department of Transportation			
<b>Agency Mission:</b> DOT's mission statement reflects these responsibilities: "The Department of Transportation advocates and delivers transportation services that support the economic, environmental and social vitality of Iowa."			
<b>Core Function:</b> Transportation Systems			
Performance Measure (Outcome)	Performance Target	Performance Actual	Performance Comments & Analysis
1. Percent of highway miles that meet or exceed a sufficiency rating of tolerable or above.	75%	74%	<p><b>What Occurred:</b> We fell short of our performance target. The decrease in conditions is a result of flattening revenue, increased demand, an aging system, and increasing construction costs. The DOT and Transportation Commission have placed an emphasis on stewardship investments to maintain system condition but with current funding levels this cannot reverse the trend of decreasing condition.</p> <p><b>Data Source:</b> Department records of traffic, crashes, pavement condition, and pavement geometrics</p>
<b>Service, Product or Activity:</b> Highway Management			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. The overall annual percent of all districts' A and B highway miles returned to a reasonable, near-normal surface condition within 24 hours from the end of the winter storm.	95%	97.3%	<p><b>What Occurred:</b> We exceeded our performance target. The department exceeded its goal by returning approximately 15,000 lane miles of A-B level roadways to a reasonable, near-normal condition within 24 hours of the end of the storm for all storms during the winter reporting period.</p> <p><b>Data Source:</b> Highway division records collected from each state maintenance garage through an online daily report and analyzed centrally for compilation of statewide status.</p>
2. The overall annual percent of all districts' C and D highway miles returned to a reasonable, near-normal surface condition within three work days from the end of the winter storm.	85%	99.5%	<p><b>What Occurred:</b> We exceeded our performance target. The department exceeded its goal by returning approximately 9,400 lane miles of C-D level roadways to a reasonable, near-normal condition within three working days of the end of the storm for all storms during the winter reporting period.</p> <p><b>Data Source:</b> Highway Division records collected from each state maintenance garage through an online daily report and analyzed centrally for compilation of statewide status</p>
3. Ratio of annual program cost versus annual program cost estimate.	1:1	0.97:1 Less is better	<p><b>What Occurred:</b> We exceeded our performance target. The total project cost for the year is 2.7 percent under the target as the result of good bidding competition for some of our major projects.</p> <p><b>Data Source:</b> Highway Division records comparing the project planning estimates developed by the department against project costs for all projects within the annual highway program</p>

4. Shoulder miles of new paved shoulders awarded for construction on the primary highway system.	200	210	<b>What Occurred:</b> We exceeded our performance target. The total miles for the year are five percent above the target. <b>Data Source:</b> Highway Division records
5. The percent of total dollars paid to the total awarded amount for all contracts.	107%	105% Less is better	<b>What Occurred:</b> We met our performance target. <b>Data Source:</b> Highway Division records
6. Percent of non-committed right of way parcels returned to private, commercial, or public uses.	40%	48.1%	<b>What Occurred:</b> We exceeded our performance target. The department exceeded its target by 20%. The goal was returning 85 parcels and it returned 102 parcels out of 212. <b>Data Source:</b> Highway Division records
7. The percent of programmed projects let for construction in the current fiscal year.	85%	92%	<b>What Occurred:</b> We exceeded our performance target. <b>Data Source:</b> Highway Division records
8. Average number of days taken to issue access permits (from receipt to date of issuance).	14 calendar days	7.4 calendar days	<b>What Occurred:</b> We exceeded our performance target. <b>Data Source:</b> Highway Division records
9. Average Pavement Condition Index (PCI) value for Planning Class 1 (interstate).	65	62.2	<b>What Occurred:</b> We fell short of our performance target. The department failed to meet the target by 4.3 percent. The PCI is below target because at current funding levels, construction costs, age of the system, increased traffic, especially heavy trucks and programming demands, the investment in the Interstate program is at a level insufficient to increase the PCI value to the target level without an unacceptable adverse effect on other program priorities as identified by the Transportation Commission. <b>Data Source:</b> Highway Division records
10. Average Pavement Condition Index (PCI) value for Planning Class 2 (CIN).	60	71	<b>What Occurred:</b> We exceeded our performance target. <b>Data Source:</b> Highway Division records
11. Average Pavement Condition Index (PCI) value for Planning Class 3 (AD).	50	60.5	<b>What Occurred:</b> We exceeded our performance target. <b>Data Source:</b> Highway Division records
12. Average Pavement Condition Index (PCI) value for Planning Class 4 (AR).	45	58.3	<b>What Occurred:</b> We exceeded our performance target. <b>Data Source:</b> Highway Division records
13. Percent of SI&A values for our bridge system that meets last year's values.	95%	95%	<b>What Occurred:</b> We met our performance target. <b>Data Source:</b> Highway Division records
14. Number of new transportation research dollars secured.	\$50,000	\$880,000	<b>What Occurred:</b> We exceeded our performance target. These new Iowa research dollars were received from the FHWA and other states and were not guaranteed nor were they a part of the annual appropriation. <b>Data Source:</b> Highway Division records

**Service, Product or Activity:** Modal / Planning Functions Management

<b>Performance Measure</b>	<b>Performance Target</b>	<b>Performance Actual</b>	<b>Performance Comments &amp; Analysis</b>
1. Percent of rail miles capable of carrying heavy axle unit trains.	80%	80%	<b>What Occurred:</b> We met our performance target.  <b>Data Source:</b> Department records based on survey of railroads
2. Percent of airports that meet at least 75 percent of the facility and service objectives for their functional roles.	75%	67%	<b>What Occurred:</b> We did not meet our performance target. The facility and service objectives were finalized in 2005 for five functional roles as part of the revised long-range system plan update. Airports, the Department, and FAA will be using the new objectives as a guide when recommending and/or making programming decisions. While the target has not yet been set, progress is being made.  <b>Data Source:</b> Department records and airport surveys
3. Percent of cities over 5,000 population with at least weekly scheduled transit access to health facilities and groceries.	75%	90%	<b>What Occurred:</b> We exceeded our performance target. Ninety percent of the cities with population over 5,000 have at least weekly scheduled transit access to health facilities and groceries. This is an important measure to document the accessibility of critical services to Iowans.  <b>Data Source:</b> Department records and transit agency surveys
4. Percent of Revitalize Iowa's Sound Economy (RISE) projects that support jobs with wages that meet or exceed 110 percent of the average county wage rate.	50%	67%	<b>What Occurred:</b> We exceeded our performance target. Of the 12 RISE projects approved in FY 2007 that support job creation/retention, eight supported jobs with wages that meet or exceed 110 percent of the average county wage rate.  <b>Data Source:</b> Department records, applicant information and average county wage rates from the Department of Economic Development
5. Large truck (semi-truck) vehicle miles of travel.	2.85 billion	2.88 billion	<b>What Occurred:</b> Usage exceeded the predicted target.  <b>Data Source:</b> DOT Records – Office of Transportation Data
6. Automobile vehicle miles of travel.	27.5 billion	27.2 billion	<b>What Occurred:</b> Usage fell short of the predicted target. Travel did not meet expectations in CY2006 due to higher gasoline process.  <b>Data Source:</b> DOT Records – Office of Transportation Data
7. Number of miles of trails for public use.	1,425	1,420	<b>What Occurred:</b> Usage fell short of the predicted target. Funding for trail construction is not sufficient to meet demand.  <b>Data Source:</b> DOT Records – Office of Systems Planning
8. Number of aviation cargo tons originated and terminated in Iowa.	130 thousand	129 thousand	<b>What Occurred:</b> Usage fell short of the predicted target.  <b>Data Source:</b> DOT Records – Office of Aviation

9. Number of tons of rail freight originated and terminated in Iowa.	89.9 million	92.6 million	<b>What Occurred:</b> Usage exceeded our predicted target. <b>Data Source:</b> DOT Records – Office of Systems Planning
10. Number of tons of waterway freight originated and terminated in Iowa.	16 million	12.6 million	<b>What Occurred:</b> Usage did not meet the predicted target. Tons of waterway freight vary from year to year and were negatively impacted due to expanding ethanol and biodiesel production using grain that may have previously been shipped on the river. <b>Data Source:</b> U.S. Corps of Engineers
11. Number of enplanements.	1.62 million	1.63 million	<b>What Occurred:</b> Usage met the predicted target. <b>Data Source:</b> DOT Records – Office of Aviation
12. Number of AMTRAK passengers.	58,200	61,400	<b>What Occurred:</b> Usage exceeded the predicted target. <b>Data Source:</b> AMTRAK
13. Number of transit passengers (ridership).	23.7 million	23.8 million	<b>What Occurred:</b> Usage met the predicted target. <b>Data Source:</b> DOT Records – Office of Public Transit
14. Total transit revenue mileage.	24.8 million	25.3 million	<b>What Occurred:</b> Usage met the predicted target. <b>Data Source:</b> DOT Records – Office of Public Transit